

## Quality Policy Statement

The overall responsibility is with the director, Gareth Pyne

1. We recognise that we have a responsibility to manage the quality of the products and services we provide to all Customers. We also recognise that ensuring and maintaining the quality of the work & services provided by us is critical to the long-term future of the company. To achieve this the company will:
2. Implement, operate, maintain, review and improve a Quality Management System in accordance with BS EN ISO 9001: 2015 to assist with the management of quality matters.
3. The Company, so far as is reasonably practicable, proposes in particular:
  - a) To ensure adequate resources for the Quality Management System requirements
  - b) To plan for quality requirements in all existing and future activities of the Company
  - c) To ensure compliance with contractual and legal requirements and standards
  - d) To maintain standards in line with current best industry practice
  - e) To provide adequate training and development of all staff to ensure they are capable
  - f) To assess the capability of suppliers and sub-contractors employed by the Company and only use those known to meet quality requirements
  - g) To monitor quality performance by audits, reviews of complaints, non-compliances and measurement of customer satisfaction to ensure required standards are maintained and to identify areas where corrective or preventative actions are required
  - h) To set objectives, targets and programmes with a view to continual improvement of the Quality Management System and services provided.
  - i) To undertake management reviews of audit results, customer feedback and complaints

Management has ultimate responsibility for Quality, but we ensure all employees understand their responsibilities within their own areas of work to help ensure that Quality is embedded within the whole company.

Senior Management shall further ensure that this policy is:

- a) Communicated to all staff and other interested parties.
- b) Reviewed on an annual basis as a minimum to ensure it is up to date, effective and meets the overall objectives towards quality.

Name: Gareth Pyne  
Position: Managing Director  
Date: April 2024

Signed











